

IN THE  
UNITED STATES PATENT AND TRADEMARK OFFICE

Inventor(s): Bruce A. Makinen

Serial No.: 09/997,834

Examiner: Bayerl, Raymond J.

Filing Date: 11/29/2001

Group Art Unit: 2173

Title: SYSTEMS AND METHODS FOR PROVIDING DEDICATED HELP SERVICES IN A GRAPHICAL USER INTERFACE-BASED COMPUTER APPLICATION

COMMISSIONER FOR PATENTS

PO Box 1450  
Alexandria, VA 22313-1450

TRANSMITTAL LETTER FOR RESPONSE/AMENDMENT

Sir:

Transmitted herewith is/are the following in the above-identified application:

(X) Response/Amendment ( ) Petition to extend time to respond  
( ) New fee as calculated below ( ) Supplemental Declaration  
(X) No additional fee (Address envelope to "Mail stop Non-Fee Amendments")  
( ) Other: \_\_\_\_\_ (fee \$ \_\_\_\_\_)

CLAIMS AS AMENDED BY OTHER THAN A SMALL ENTITY						
(1) FOR	(2) CLAIMS REMAINING AFTER AMENDMENT	(3) NUMBER EXTRA	(4) HIGHEST NUMBER PREVIOUSLY PAID FOR	(5) PRESENT EXTRA	(6) RATE	(7) ADDITIONAL FEES
TOTAL CLAIMS	17	MINUS	17	= 0	X \$18	\$ 0
INDEP. CLAIMS	4	MINUS	4	= 0	X \$88	\$ 0
[ / ] FIRST PRESENTATION OF A MULTIPLE DEPENDENT CLAIM					+ \$300	\$ 0
EXTENSION FEE	1ST MONTH \$110.00	2ND MONTH \$430.00	3RD MONTH \$980.00	4TH MONTH \$1530.00		\$ 0
OTHER FEES						\$
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT						\$ 0

Charge \$ 0 to Deposit Account 50-1078. At any time during the pendency of this application, please charge any fees required or credit any overpayment to Deposit Account 50-1078 pursuant to 37 CFR 1.25. Additionally please charge any fees to Deposit Account 50-1078 under 37 CFR 1.16, 1.17, 1.19, 1.20 and 1.21. A duplicate copy of this sheet is enclosed.

Respectfully submitted,

Bruce A. Makinen

By Glenn W. Brown

Glenn W. Brown

Attorney/Agent for Applicant(s)  
Reg. No. 51,310

Date: 12/01/2004

Date of Deposit: 12/01/2004

Typed Name: Evelyn Sanders

Signature: Evelyn Sanders



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Rfw

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

App. No.: 09/997,834

Art Unit: 2173

Applicant: Bruce A. Makinen

Examiner: Bayerl, Raymond

Filed: Nov. 29, 2001

Title: SYSTEMS AND METHODS  
FOR PROVIDING DEDICATED  
HELP SERVICES IN A GRAPHICAL  
USER INTERFACE-BASED  
COMPUTER APPLICATION

Confirmation No.: 4619

Docket No.: 10011294-1

Mail Stop: Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450**FIRST RESPONSE (WITH AMENDMENTS)**

Sir:

The outstanding non-final Office Action mailed *September 10, 2004* (Paper No. 2) has been carefully considered. In response thereto, please enter the following:

- 1) *Amendments to the Specification* (starting on p. 2 of this document);
- 2) *Amendments to the Claims* (starting on p. 4 of this document); and
- 3) *Amendments to the Drawings* (starting on p. 9 of this document).

Also, please consider the following *Remarks* (starting on p. 10 of this document). Reconsideration and allowance of the application and presently pending claims, as amended, are respectfully requested.

**AUTHORIZATION TO DEBIT ACCOUNT**

It is believed that no extensions of time or fees for net addition of claims are required, beyond those which may otherwise be provided for in documents accompanying this paper. However, in the event that additional extensions of time are necessary to allow consideration of this paper, such extensions are hereby petitioned under 37 C.F.R. § 1.136(a), and any fees required therefor (including fees for net addition of claims) are hereby authorized to be charged to deposit account no. 50-1078.